



National Finance Center Customer Notification

Date of Notification: September 16, 2009

Subject: Nature of Actions (NOAs) Out of Sequential Order on IRIS
Screen125 versus IRIS Screen 525 - Update

Database/Customer(s) Affected: All

Dear Customer:

This is a follow-up to the Customer Notification dated September 8, 2009. As cited in the August 14, 2009 Customer Notification, the issue of out-of-sequential order NOAs was reported to the NFC in Pay Period (PP)12, 2009, and corrected in PP14, 2009. We have determined that this issue occurred when a critical edit on the date field, was bypassed in the system while implementing software changes.

As a result of the above, system-generated personnel actions and other agency-generated actions in suspense applied, and in some cases caused individuals to be paid incorrectly. Additionally, in a few cases, the issue caused erroneous bills to be generated for employees. Variations created by the system error make it impossible for NFC to take the necessary action to fix the employee records under one process. Therefore, we will institute a **“special handling procedure”** for impacted agencies to obtain assistance from NFC to correct the employee's personnel records. After testing several alternatives, we believe we have identified a mechanism for each agency to correct their employees' actions. If assistance is needed, agencies are encouraged to contact NFC as directed below for assistance.

In order to correct these errors, NFC Customer Support Representatives will be providing agency liaisons with updated reports as of September 16, 2009. The codes on these reports (i.e., **S** = Sal NOA's, **A** = ADJP NOA's) must be used to assist in determining which of two approaches identified below should be followed to correct the employee record.

“Tip of the Week”

Remember to transmit Time and Attendance Reports by Tuesday close of business of the payroll processing week.

Approach 1:

In the case where an “A” appears on the report, agencies must process a HCUP package in PP19 to cancel (not correct) the invalid or erroneous NOA’s. Once the package applies, the agency should process a second HCUP package in PP20 to make necessary salary adjustments. At each step, the agency should take appropriate action to ensure the HCUP package is correct based on the employee’s personnel history.

Approach 2:

In the case where an “S” appears on the report, agencies must process a valid non-exception action (i.e., NOA 894 or 903, etc.) in PP 19 and make no changes to salary, position data or other fields. The new action will replace the current action on IRIS125. Agencies should then process a HCUP package in PP20 to cancel the invalid/erroneous personnel action for proper sequencing. Additionally, during Pay Period 21, agencies are asked to review the employee personnel history to take the appropriate action to correct or cancel any erroneous personnel actions appearing in the employee record.

Any agency having difficulty processing actions to correct this problem is asked to contact NFC’s Payroll/Personnel Call Center at 504-255-4630, Option 2, or the EmpowHR Help Desk at 1-888-367-6955. When calling, please indicate that this is a special handling request related to out of sequential order NOAs and we will process your software problem report (SPR) as a special handling case. The normal SPR process will be bypassed to ensure the employee personnel record corrections are expedited.

DRA/M3-09-024/025

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